

Multitasking Under Time-Pressure and Uncertainty

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Multitasking skill

- Delay answering phone until finished typing sentence
heuristic: prefer to delay interrupt until good stopping point
- Pull over to side of road before studying map
- Drive back onto road (but don't drive to start point)
- Do something useful when stopped at a red light
- ...

*Multitasking can be viewed as skilled behavior for managing task interactions based on learned **tactics** – domain-dependent applications of general heuristics.*





Challenge

Create agents with human-level ability to employ diverse multitask management tactics

- General heuristics underlying tactics
architecture mechanisms
- Task-specific knowledge
specialized representation elements
task representation methodology



Apex projects involving multitasking



Human aviation task modeling

Goal: predict rare-condition design flaws

Methods: fast-time, many-trial simulation



Human-machine interface modeling

Goal: predict time to perform interface tasks

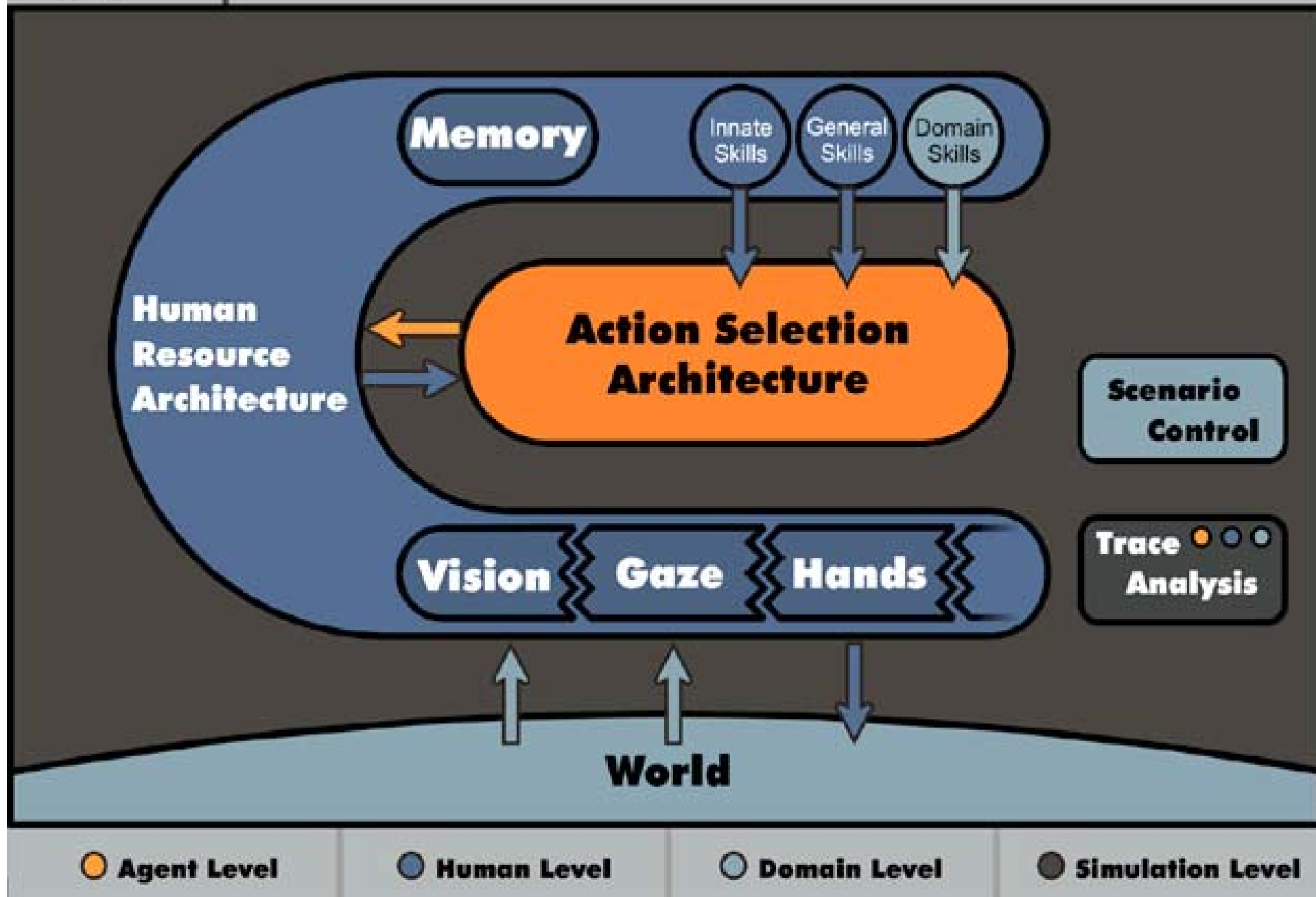
Methods: CPM-GOMS



Robot control, Human-Robot Interaction

Goals: autonomy; human interaction design

Methods: agent architecture, simulation





Action selection architecture requirements

Many domains of practical interest are demanding in the sense that a skilled agent must :

- Cope with time-pressure
 - Can't deliberate endlessly
- Cope with uncertainty
 - Can't completely know or predict world state
 - Actions may fail or produce undesirable side-effects
 - Preconditions may become unsatisfied
 - Resource requirements may change during execution
 - New, urgent tasks can arise at any time





Two approaches that don't work

Classical planners

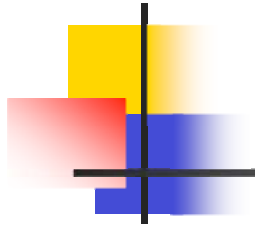
- input: current world state, goal state
- output: detailed action sequence to achieve goal state
- can find solutions to hard problems

Classical schedulers

- input: set of actions to do and constraints on order/timing
- output: schedule specifying when to do each action
- can seek optimal solutions

Problems: (1) **slow**; (2) **intolerant of uncertainty**





Reactive Planners

- **Coping with time-pressure**
 - Stored plan library
 - Heuristic or single-rule plan refinement
- **Coping with uncertainty**
 - *Action decisions deferred until just before execution*
 - Integrated contingency handling

...but not very good at discovering **optimal solutions** or solving **hard, novel problems**





Procedure Description Language (PDL)

```
(procedure
  (index (hold-altitude using mcp))
  (profile right-hand)
  (step s1 (clear right-hand))
  (step s2 (find-loc alt-hold-button => ?loc))
  (step s3 (press-button ?loc right-hand)
    (waitfor (empty right-hand)
      (location alt-hold-button ?loc)))
  (step end (terminate)
    (waitfor (illuminated alt-hold-button)))
  (step aux1 (restart ?self)
    (waitfor (resumed ?self))))
```

- concurrency
- reactivity
- hierarchy
- contingency-handling





Multitasking in Apex

- Concurrency control
- Rational interruption and resumption
- Graceful interruption and resumption
- Efficient use of resources





Concurrency Control

PDL idioms

Converge

```
(procedure
  (index (do-it))
  (step s1 (do-A))
  (step s2 (do-B))
  (step s3 (do-C))
  (waitfor ?s1 ?s2)
  (step s4 (terminate)
    (waitfor ?s3)))
```

Race

```
(procedure
  (index (do-it))
  (step s1 (do-A))
  (step s2 (do-B))
  (step s3 (do-C))
  (waitfor ?s1)
  (waitfor ?s2))
(step s4 (terminate)
  (waitfor ?s3)))
```

Synchronize

```
(procedure
  (index (do-it))
  (step s1 (do-A))
  (step s2 (do-B))
  (waitfor (started ?s1)))
(step s3 (terminate)
  (waitfor ?s1 ?s2)))
```





Rational interruption and resumption

Determining if tasks conflict

- Profile clause declares resource requirements

```
(profile (<resource> [tolerance]) ...)
```

- Some tasks tolerate brief interruptions
- Conflict exists between tasks A and B if
 - A and B both require resource R, *and*
 - Expected Duration (A) > Tolerance (B)
or Expected Duration (B) > Tolerance (A)





Rational interruption and resumption

Resolving task conflicts

- Compute priority based on task & situational factors:
 - **urgency** (U): measure of time until deadline
 - **importance** (I): cost of missing deadline (time cost)
 - **subjective workload** (S): measure of task crowding
- Urgency dominates if time enough to do everything
- Importance dominates if some deadlines cannot be met





Rational interruption and resumption

Resolving task conflicts

- Simple Priority = $S * I + (S_{\max} - S) * U$
- Highest priority task gets resources
Other tasks aborted or delayed
- Priority values set with priority clause

```
(priority <urgency> <importance>)
```





Graceful interruption and resumption

Capabilities

- Interruption tolerance
- Interruption suppression
 - `(interrupt-cost <cost>)`
- Transition behaviors
 - Interrupt-time, suspension-time, resume-time
 - Illustrates contingency-handling



Graceful interruption and resumption

PDL idioms for transition behaviors

```
(procedure
  (index (fly-cruise-leg using manual-control))
  (step s1 (maintain-altitude)
    (interrupt-cost 5))
    ...
  (step s12 (handoff-to-pilot-not-flying)
    (priority (importance 10) (urgency 10)))
    (waitfor (interrupted ?self)))
  (step s13 (monitor-pilot-not-flying)
    (waitfor (completed ?s12)))
  (step s14 (request-role-pilot-flying)
    (waitfor (resumed ?self)))
    ...)
```





Efficient use of resources

- Combine redundant tasks

```
(merge <condition> [<task pattern>])
```

- Online scheduling to exploit slack
 - Using slack time a scheduling problem
 - Apex scheduling mechanisms
 - Concurrent recursive decomposition => tasks
 - Priority-based allocation => schedule
 - Non-deliberative use of scheduler unusual!





Summary

- Multitasking ability founded on tactical knowledge derived from general heuristics
- Reactive planners cope with uncertainty and time-pressure
- Extensions for concurrency control, interruption handling and resource management facilitate use of multitasking tactics





Apex is available at

<ftp://eos.arc.nasa.gov/outgoing/apex/apex>





Multitasking, time-pressure & uncertainty

Multitasking is inherently a problem of coping with time-pressure and uncertainty

- Time-pressure prevents serial execution by imposing deadlines
- Uncertainty limits knowledge of what tasks need to be coordinated and how they will interact

Any intelligent agent needs to multitask under these conditions





Approach

- Identify multitasking tactics used in everyday tasks and in tasks requiring specialized expertise
- Incorporate ability to carry out tactics in
 - Architecture (Apex)
 - Representation language for plan knowledge
 - Methodology for task representation

